



# **New York FCC Complaint Log 2013-2014**

**Complaint Tracking for New York (06/01/2013-05/31/2014). Total Customer Contacts: 28**

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	06/10/13	Caller reported that she does not like the policy of changing Operators during her calls. She wants to be informed in the beginning if the Operator is scheduled to leave so she can get an Operator that will complete her call until the end. She said the policy of switching Operators is "disrespectful". Customer service apologized for the inconvenience and adjusted her notes to read, "If an Operator is leaving soon, inform the caller before making a call for her."	06/10/13	Customer was told that the report would be sent to management. No further follow up required.
2	07/07/13	TTY customer placed a call to a voice answering machine and asked the Operator to type out the entire message. The TTY customer said that the Operator did not type the entire message out for her to read and when asked to read it, the Operator refused. A customer service representative noted the complaint and apologized to the customer for any perceived rudeness. The customer would like a follow up email regarding this complaint.	07/07/13	Supervisor met with the Operator. Supervisor coached the Operator regarding call processing. Followed up with customer by email.
3	07/07/13	TTY customer placed a call to a voice answering machine and asked the Operator to type out the entire message on the answering machine. The Operator refused and then got a supervisor on the line without the TTY user asking for the supervisor. The TTY user said the supervisor was extremely rude and unhelpful and was purposefully "abrupt" and "cold". The customer service representative apologized for the call and noted the customer's complaint. The customer would like a follow up email regarding this complaint.	07/07/13	Followed up with the assistant supervisor and coached on call processing. Followed up with customer via email.

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4	07/25/13	Operator was nasty from the start of the call and questioned the accuracy of information typed to the TTY user. The customer wanted to know what was typed. The Operator apologized for any inconvenience and will forward the complaint to the appropriate party. Follow up required.	07/26/13	The Operator called the assistant supervisor for assistance. The Operator was following procedures by not getting involved with the call and redirecting the customer to speak with the TTY user. Once a call is over, the Operator cannot repeat information to the caller. Followed up with customer. Apologized for any inconvenience and explained the procedures of repeating information. Customer was satisfied.
5	07/29/13	During a speech to speech call, some information was given by the voice caller. The customer said he was rushed off the phone before he could ask for the information to be repeated and felt this was rude. Supervisor apologized for the inconvenience. No follow up requested.	07/29/13	Operator was closing the call with the called party when the speech to speech user thought the call was to them. Supervisor explained to the Operator to always come back at the end of the call to ask if there is anything else that they can assist with.
6	08/08/13	Customer stated that while on the call with her brother, the captions came up, "No further information is available. Your call is being discontinued."	08/08/13	Customer service representative investigated and found a trouble ticket noting the Operator could not hear customer's caller for over five minutes and had to disconnect the call. Disconnect message was sent. Customer confirmed there was silence for 5 minutes.
7	08/28/13	Operator did not gender answering machine or say it was kids. Operator did not verify number before dialing out. Apologized for inconvenience and feedback and will forward to appropriate department for follow up.	08/29/13	Coached Operator on the importance of following all instructions listed in customer's notes. Operator stated that instructions were followed but Operator was not able to decipher the voices of children and gendered it only as female. Operator apologized.
8	09/03/13	During a switch of Operators, the outgoing Operator had said to the caller "I hope I get you again." The caller felt this was uncalled for and made them feel uncomfortable. Supervisor apologized for the inconvenience. No follow up requested.	09/03/13	While the Operator does not recall circumstances of this nature, the Operator was reminded of the importance of maintaining transparency.
9	09/25/13	Caller said at the end of the conversation, she asked the Operator what was said and the Operator replied back that they no longer had the information. Caller said that it was unfair of the Operator not to let her know. She wants the Operator coached on this. The Operator apologized for the problem. No follow up required on this issue.	09/26/13	Operator followed the correct procedures. No coaching necessary.

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10	09/25/13	Caller reported that the Operator typed an extension number incorrectly during the conversation. When she dialed the extension, it was the wrong number. She verified with the person that had provided the extension number that the number was incorrect. Customer service apologized for the inconvenience and told her the report would be sent to the call center supervisor. No follow up requested.	09/25/13	Unable to locate an Operator with this number. We will ensure that all Operators are typing everything heard verbatim.
11	10/03/13	The Operator gave me the wrong time for a doctor's appointment. Thanked the customer for calling and assured the information would be reviewed. Customer satisfied. Follow up required.	10/08/13	Supervisor had a discussion with the Operator and the Operator said she confirmed the number twice. Operator was coached on verifying information. Followed up with customer by phone and left a message apologizing for the inconvenience and assured the Operator was coached.
12	10/10/13	I gave the Operator a number and wanted it verified per my customer notes. Operator said that the number was invalid and could not be dialed. The Operator did not verify and hung up on customer. Apologized for the inconvenience and will have this followed up on. Follow up requested via email.	10/14/13	While the Operator does not recall circumstances of this nature, the Operator assured me that the instructions had been followed (verify the number), and understood the importance of keeping the customers informed at all time. The Operator was reminded of the consequences of disconnecting a call. Email was sent 9:40pm today.
13	10/15/13	Operator did not follow notes of 10 WPM. When the customer asked the Operator to change to 10 WPM, the Operator did not respond. The customer believes the Operator may have hung up on her. Apologized for the inconvenience and assured this will be forwarded to the Operator's supervisor No follow up required.	10/16/13	Supervisor met with the Operator and coached the Operator on following customers' requests and to be sure to respond to the customer.
14	10/21/13	Reported that the Operator could not understand the speech to speech user and did not understand any number the STS user gave to dial. This customer called customer service with an Operator on the line and the customer service representative could understand him just fine. Customer service apologized for the inconvenience and told the caller that the report would be sent to the call center supervisor. No follow up requested.	10/21/13	Operator followed procedures and used various techniques to help understand what the caller was saying including asking the caller to repeat as needed.

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15	11/05/13	The Operator took over a minute to dial the call. The Operator told the customer that they were reviewing the customer notes. The customer believes that it should not take that long. Supervisor apologized for the delay but also explained that it is part of the Operator's job to review and follow the customer's notes. No follow up requested.	11/05/13	When the call arrived at the Operator's position, the Operator processed the call according to procedure by obtaining the number to dial and asking the questions needed to continue along with reading the customer's notes.
16	11/17/13	Caller felt the Operator was snippy and felt like the Operator was in a rush to get off the phone. Supervisor apologized for the inconvenience. No follow up requested.	11/17/13	Operator was asking for clarification of instructions and had asked the caller to repeat.
17	11/19/13	Caller reported that the Operator left an incorrect number when typing to leave her a message. When the caller went to call the number back three times, it was an incorrect number. Customer hopes the Operator can be more careful in the future. Customer service apologized for the inconvenience and told her that the report would be sent to the call center supervisor. Follow up requested.	11/27/13	Supervisor met with the Operator. The Operator said that she does verify if she is not sure of what she heard. Supervisor coached the Operator on typing verbatim especially to verify numbers. Followed up with customer via phone call.
18	12/02/13	Customer reported on a specific call to an answering machine they received the prompt, "No further information available. This call will be disconnected."	01/03/14	Customer service representative investigated further and learned that the captionist reported no audio on the call for over five minutes so the captionist's supervisor disconnected the call. Customer service representative sent a letter to the customer detailing our findings. The customer did not miss any captioning as they were speaking to leave a lengthy message.
19	12/09/13	When calling into relay, the customer stated that the Operator answered but never did respond after many attempts of trying to type to the Operator. Relay customer service apologized for the problem and assured that the complaint would be sent in as stated. Suggested that anytime the Operator does not seem to be responding after several attempts, the customer should please disconnect and call back into relay. No call back requested.	12/09/13	Supervisor met with the Operator. Operator remembers a call dropping in and froze. The Operator did call for assistance and the supervisor advised the Operator to reboot the computer.

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20	12/09/13	When calling into relay, the customer stated that the Operator answered but never did respond after many attempts of trying to type to the Operator. Relay customer service apologized for the problem and assured that the complaint would be sent in as stated. Relay customer service suggested that any time the Operator does not seem to be responding after several attempts, please disconnect and call back into relay. No call back requested.	12/09/13	Supervisor met with Operator. The Operator does not remember the call and understand that if there is a technical issue, always calls for assistance. Supervisor coached the Operator to always call if there is a technical issue.
21	12/31/13	When on a call, the caller said that the Operator dialed a wrong number and had to redial the correct number. The caller heard the Operator calling her names and cursing. The caller further stated that the supervisor who was monitoring the call denied the Operator was doing any of this on the call. The Operator apologized to the caller for the issue and let them know a complaint would be filed.	01/08/14	At the time of the call, the supervisor was supporting the Operator and observed nothing. There was no background or center noise at the time. The Operator is aware of professionalism and etiquette and was observed by the supervisor.
22	01/17/14	NY customer reported that the Operator was "very, very rude" in her reply. The customer stated that she asked for the number that the Operator had dialed and the Operator would not tell her. Supervisor will be notified. Customer requests follow up.	01/23/14	Supervisor met with the Operator and coached the Operator on the proper procedures when being asked for information. Supervisor followed up with the customer and apologized for any inconvenience and assured the Operator was coached.
23	02/04/14	Customer feels the Operator monopolized the call by putting words in that the caller did not say. Supervisor apologized for the inconvenience. No follow up requested.	02/04/14	The Operator was following the customer's notes, which states to interrupt if the voice person is talking while the speech user is talking. The speech user had asked the Operator to stop doing that and the Operator did. However, the over talking continued and the speech user became frustrated.

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24	02/05/14	Customer could not get a dial out. Operator types poorly. Supervisor explained to the customer that there was a system malfunction. A trouble ticket was entered. The Operator was not able to bring up the dial window. No follow up requested.	02/10/14	After calling directory assistance, the Operator was not able to bring up the dial window to place another call. The Operator opened a trouble ticket. The technician was able to resolve the problem. No follow up requested.
25	02/24/14	The customer called into relay twice, both times the number was given for dial out but the Operator never responded or dialed out. The Operator apologized and thanked the customer for the feedback. Follow up requested via email.	02/28/14	Supervisor followed up with the Operator. The supervisor coached the Operator to always focus on incoming calls and to dial out appropriately. If the Operator is having technical difficulties, the Operator is to notify the customer. Followed up with customer via email.
26	03/26/14	The Operator did not get a live Operator as the customer requested. The supervisor explained that there was not an option for a live Operator and that the customer would have to choose an option that corresponded to the department she wanted.	03/27/14	The Operator followed procedures by informing the customer that there was no option for a live Operator. At this time, the customer would be required to make a selection to a specific department. A quality supervisor followed up with customer by letter via mail.
27	4/25/2014	Customer reported that talk about the weather repeated itself during a call.	04/25/14	Call detail was shared with call center management who determined that an unspecified technical issue caused the incidence to occur. This was a one time incidence tied to this call. Customer Service Relations apologized for this incidence and thanked the customer for sharing his or her experience.
28	05/30/14	The Operator did not get supervisor when requested. She never dialed out and is disrespectful. Customer service said thank you for letting us know, we will forward this on to the appropriate supervisor. Follow up requested via US mail.	06/03/14	The Operator requested assistance, and before the person in charge could get there, the customer had hung up. The Operator was coached on the importance of following instructions. A follow up letter was sent via U.S. Mail.